

Know where delivery stands.

Connect written commitments with costs, performance measures, and the experience of the people using the service.

WHEN TO ENGAGE

A renewal, vendor review, or recurring service concern calls for a clearer picture of what was committed, what is being delivered, and what needs attention.

01 Establish the baseline

Review the scope, obligations, costs, and performance measures that define the relationship.

02 Compare the evidence

Examine available reports and operational feedback alongside the commitments they are meant to demonstrate.

03 Identify the gaps

Separate documented issues from unanswered questions. Prioritize concerns by operational impact.

04 Define the response

Frame actions, responsible owners, and review points for a focused discussion with the people accountable.

WHAT THE WORK CAN PRODUCE

A commitment-to-performance comparison, documented findings, open questions, and a prioritized action list.

A useful starting question

Where does the reported performance differ from the operational experience?

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